

GENESYS

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Workforce Management Web for Supervisors Help

Users

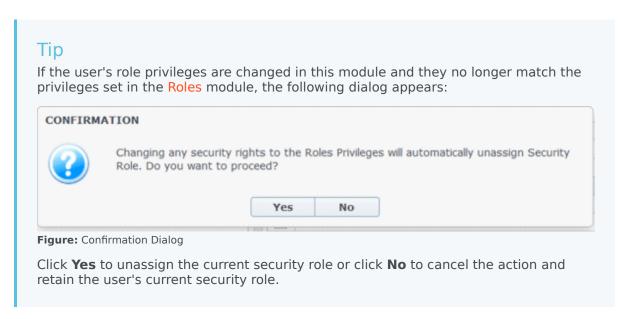
Users

Users are supervisors and other persons who are not agents. Users are divided into two groups:

- 1. Users who have been imported into WFM (WFM users).
- 2. Users who are configured in Genesys but not selected as WFM users (Genesys Users).

In the **Users** module, you can:

- View a list of existing WFM users.
- View user properties.
- Configure a specific time zone, WFM Builder instance, and security role for a user.
- View and edit security role privileges.
- Grant or remove a user's access rights to business units, sites, and teams.
- Grant or remove a user's access rights to notifications.



Users Pane

This pane contains a list of users that have been imported into Workforce Management. It has the following columns: **Username**, **First Name**, **Last Name**, and **E-mail**. You can add users to this list (see Importing Genesys Users), or delete them.

In this pane, you can:





- Search users by entering their usernames in the **Search** field.
- Sort the list by clicking the **Username**, **First Name**, or **Last Name** column headers.

Importing Genesys Users

When you import Genesys users, a pane opens that includes a drop-down list of the existing security roles. By default, the user you select is assigned the first role in this list. If no security roles exist, the list displays <none>. All imported users are assigned to the role selected from the list.

After import is finished, the **Users** pane displays the new users in its list. You can then select a user and change or configure their settings in the **Properties**, **Role Privileges**, or **Access Rights** pane.